

For more information on any of the programs and services mentioned in this handbook, contact DSS by:

Address:

700 Governors Drive
Pierre, SD 57501-2291

Phone: (605) 773-3165

Fax: (605) 773-4855

Email: DSSInfo@state.sd.us

Website: www.dss.sd.gov

South Dakota Department of Social Services

DSS 
Strong Families - South Dakota's Foundation and Our Future



Mission Statement

The Department's Mission is to...



Strengthen and support individuals and families by fostering independence and personal responsibility; protecting people; providing opportunities for individuals to achieve their full potential; and promoting healthy families and safe communities by ensuring quality, cost-effective and comprehensive services are provided in cooperation with our partners.



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Important Phone Numbers

Division of Economic Assistance Continued:

-Medical Assistance (CHIP or Medicaid):

(605) 773-4678 or 1-800-305-3064

-Sales Tax on Food Refund Program:

(605) 773-4105 or 1-866-674-0543

-Temporary Assistance for Needy Families (TANF):

(605) 773-4678

-Quality Control: (605) 578-2402

Division of Medical Services: (605) 773-3495

-Children's Health Insurance Program (CHIP): 1-800-305-3064

Other Related Numbers:

-Administrative Hearings: (605) 773-6851

-Benefit Fraud Hotline: 1-800-765-7867

-Constituent Liaison Services: 1-800-597-1603

-EBT: (605) 773-3586

-Nursing Home Complaints: (605) 773-3656

-South Dakota Housing Development Authority: (605) 773-3181



Important Phone Numbers

Department of Social Services State Office: (605) 773-3165

Division of Adult Services and Aging: (605) 773-3656

-Crime Victims' Compensation:
(605) 773-6317 or 1-866-854-5465

-South Dakota Domestic Abuse Hotline: 1-800-430-SAFE

-RxAccess Program (Medication Assistance): (605) 773-3656

-Senior Health Information and Insurance (SHIINE):
1-800-536-8197

Division of Child Care Services: (605) 773-4766 or
1-800-227-3020

-Child Care Licensing Program: (605) 773-7176

Division of Child Protection Services: (605) 773-3227

Division of Child Support: (605) 773-3641

-Payment Information: 1-800-286-9145

-New Hire Reporting: 1-888-827-6078

Division of Economic Assistance: (605) 773-4678

-Community Assistance Program:

-Western South Dakota - Rapid City: (605) 348-1460

-Northeast South Dakota - Sisseton: (605) 698-7654

-Inter-Lakes - Madison: (605) 256-6518

-Rural Office - Lake Andes: (605) 487-7634

-Energy and Weatherization Assistance: (605) 773-3766/3668 or
1-800-233-8503

-Food Stamps: (605) 773-3493 or 1-877-999-5612



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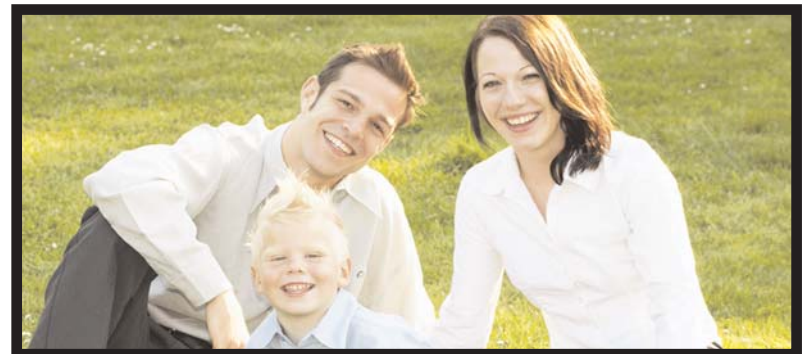
Introduction

Strong families are South Dakota's foundation and our future. Keeping families strong, safe, and together is a goal the Department of Social Services strives to achieve.

We are here to help children, families, individuals, elderly citizens, and people with disabilities through some of the most difficult times in their lives with the programs and services we provide.

By reaching out, working together, and ensuring safety we can improve the well-being of all South Dakota families.

This handbook defines the services and programs the Department of Social Services provides to those in need throughout South Dakota.



Department Divisions

Adult Services & Aging:

Provides programs and services to assist elderly individuals with daily activities; helping this age group continue to live in their homes.

Child Care Services:

Provides assistance to low-income families who need help with child care costs while parents work or attend school; provides oversight, technical assistance and support in promoting safe, healthy and caring environments for children through licensing, registration and quality improvement activities.

Child Protection Services:

Provides parents the assistance they need to help keep their children safe through: parent training programs, parenting support services, assessment of child safety through receipt of child abuse and neglect reports, foster and kinship care, adoption services, and child welfare agency licensing services.

Child Support:

Provides help to parents wanting to establish a financial partnership to support their children when they do not live together.

Economic Assistance:

Provides medical, nutritional, financial, and case management services to promote the well-being of lower income families, children, people with disabilities, and the elderly.

Legal Services:

Provides legal assistance to the Department Secretary as well as to other programs within the Department. Legal Services also includes Administrative Rules, Catastrophic County Poor Relief Program, Discrimination Complaints, and HIPAA.

Medical Services:

Provides assistance to those who qualify for Medicaid or the Children's Health Insurance Program (CHIP) by providing health insurance and paying for medical services such as visits to the doctor, hospital, dentist, chiropractor and more.

Operations and Technology:

Provides support responsibilities for Department offices.

Medical Services

Covered Services:

Medical Services provides care for the elderly, disabled, children, pregnant women, along with adults and families who are eligible and covers the following services when medically necessary and physician ordered:

- Inpatient and outpatient hospital visits
- Physician, clinic, lab and x-ray services
- Prescription drugs
- Home health, hospice, and personal care services
- Transportation services
- Medical equipment and prosthetic devices
- Dental, orthodontic, and optometric services
- Chiropractic services

Cost-Sharing:

If you are eligible for medical benefits, you will pay a small portion of your medical bill and Medical Services will pay the rest; this is called cost-sharing. Cost-share amounts vary slightly depending on the service provided.

If you are at least 19 years old and not a resident of a long-term care facility or a recipient of home and community-based services, you must contribute toward cost-sharing.



For More Information:

If you have any questions about medical coverage or for more information, contact Medical Services at (605) 773-3495 or visit www.dss.sd.gov.

Medical Services

The Division of Medical Services provides assistance to those who qualify for Medicaid or the Children's Health Insurance Program (CHIP) by providing health insurance and paying for medical services such as visits to the doctor, hospital, dentist, chiropractor and more.

Eligibility for Medicaid/CHIP:

Eligibility for Medicaid and CHIP is determined by the Division of Economic Assistance and is based upon the household's income and circumstances. For more information, please contact your local Department of Social Services office or visit the website at <http://dss.sd.gov/medicaleligibility>.

Managed Care:

The Managed Care program, operated by the Division of Medical Services, is designed to improve access to medical care for Medicaid/CHIP recipients as well as improve the quality of care they receive by giving them a medical home. The majority of recipients who qualify for Medicaid/CHIP are required to participate in the Managed Care program. Recipients either choose or are assigned a Primary Care Provider. This allows the recipient and their physician to develop a relationship in which the best medical care can be provided.

Medical Benefits Card:

South Dakota residents who are eligible for state-sponsored medical benefits (Medicaid or CHIP) are issued a Medical Benefits Card. This card must be presented each time a patient receives medical care and is used to verify their eligibility. If this card happens to get misplaced, please contact your local Department of Social Services office for a new one.



Office of the Secretary

The Department Secretary and Deputy Secretary provide administration and direction to all areas of the Department of Social Services.

Key areas within the Office of the Secretary include:

Administrative Hearings:

Provides fair, courteous, and timely adjudicative services. This service area also provides an efficient way of ensuring persons affected by Department of Social Services' decisions have access to due process of law. The administrative law judge will ensure the hearing process is accessible to all persons who have business before the Office of Administrative Hearings.

Request a Hearing:

Request a fair hearing orally or in writing by contacting your benefits specialist, social worker or the Department of Social Services' Office of Administrative Hearings. Call 605-773-6851 for more information.

Constituent Liaison Services:

Provides information to the public about services in the department. This individual receives complaints and ensures they are responded to in a comprehensive and timely manner.

For more information, please contact:

DSS Constituent Liaison at 1-800-597-1603

Email: DSSConstituentLiaison@state.sd.us

Send concerns to:

Constituent Liaison

Department of Social Services

700 Governors Drive

Pierre, SD 57501

Office of the Secretary

Finance Office:

Provides support services to oversee and manage the department's budget and financial operations.

Accounting & Financial Reporting:

Provides accounting services, financial reporting, cost allocation, and processing of vouchers through the state's financial reporting system.

EBT (Electronic Benefits Transfer):

Provides delivery of departmental payments through electronic technology. Ensures convenient, rapid and secure transfer of both information and payments.

Provider Reimbursement & Audits:

Provides auditing services for the department and is responsible for establishing reimbursement rates for services provided or purchased by DSS.

Legal Services:

Provides legal assistance to the Department Secretary and various departmental programs. The division also administers the following: Administrative Rules, Catastrophic County Poor Relief Program, Discrimination Complaints, Health Insurance Portability and Accountability Act (HIPAA).

Management Information:

Provides statistical information and data analysis for certain areas within the department.

Operations and Technology:

The Division of Operations and Technology provides support responsibilities for Department offices in the following ways: logistical administrative functions and operations; identifying and addressing Department technology needs; and providing centralized procurement support services.

Economic Assistance

Medicaid and CHIP provide health insurance at little or no cost for South Dakotans who meet certain eligibility requirements. Covered services include doctor appointments, hospital stays, dental and vision services, prescription drugs, mental health care, and other medical services. There are also medical assistance programs to help pay Medicare premiums, assisted living, in-home services, and nursing home costs.

Sales Tax on Food Refund Program:

Provides refunds of sales tax payments on food to low income families.

Temporary Assistance for Needy Families (TANF):

Provides temporary monthly cash to assist families in need. Families with serious financial needs may qualify for TANF monthly cash payments. TANF payments are based on who lives with your family, available income, and assets.



Quality Control:

Provides assurance that government dollars are properly spent when determining eligibility for the different programs and services provided by the Department of Social Services.



Economic Assistance

The Division of Economic Assistance provides medical, nutritional, financial, and case management services to promote the well-being of lower income families, children, people with disabilities, and the elderly.

Community Assistance Program:

Provides programs and services to low-income South Dakotans through area Community Action Agencies. Services vary by agency and may include weatherization, community transportation, food pantries, and emergency services.

Energy and Weatherization Assistance:

Provides assistance to low income families to help them pay for their heating bills and weatherize their homes.

Food Stamps:

Provides assistance to low income families to help them buy the food they need to remain healthy. The amount of benefits a household receives is based on its size and income.



Medical Eligibility:

Provides medical assistance (Medicaid/Children's Health Insurance Program (CHIP)) to eligible South Dakota families, children, and individuals. Medical assistance programs are available for children under age 19, newborns, pregnant women, low income families with children, persons with disabilities, and the elderly.



Office of the Secretary

Recoveries and Fraud Investigations:

Provides benefit fraud investigations, recovers Medicaid expenses from third party resources, administers the Medicaid Estate Recovery Program, and is responsible for recovery of all debts owed to the department.



For more information, please contact:

Office of Recoveries and Fraud Investigations at 605-773-3653

Benefit Fraud Hotline: 1-800-765-7867

Email: Recoveries@state.sd.us



Adult Services and Aging

The Division of Adult Services and Aging provides programs and services to assist elderly individuals with daily activities; helping this age group continue to live in their homes.

Crime Victims' Compensation:

Provides monetary assistance to victims of violent crimes. The program may compensate crime victims for certain expenses incurred as a direct result of personal injury or death.

There are no income requirements.

Eligible expenses may include:

medical expenses, mental health counseling, funeral and burial expenses, loss of earnings, dental and prosthetic devices, eyeglasses or corrective lenses, homicide cleanup expenses, and mileage. In most cases, payments can be made only when there is no other source of payment such as health insurance or other public programs.



Domestic Abuse Program:

Provides shelter and support services for victims of domestic abuse and sexual assault.

Domestic Abuse Hotlines:

South Dakota Domestic Abuse Hotline: 1-800-430-SAFE

National Domestic Violence Hotline: 1-800-799-SAFE

Hearing Impaired: 1-800-787-3224

RxAccess Program (Medication Assistance):

Provides people with access to drug company assistance programs that supply prescription medications at low or no cost. Visit www.RxAccess.sd.gov for more information on prescription drug coverage.



Child Support

Non-Custodial Parent Information:

The non-custodial parent is the person who does not have primary care, custody or control of the child and has an obligation to pay child support. Below you will find information to assist non-custodial parents:

Child Support Obligation:

The SD Legislature has established guidelines which courts must use to determine child support payments.

Automated Voice Response System:

Non-custodial parents can use the automated voice response system toll-free from a touchtone phone to obtain current information about child support payments.

*This information also applies to custodial parents.

Driver's, Professional, Hunting or Fishing License Restriction / Revocation:

The Department of Social Services can restrict or revoke non-custodial parents' driver's or professional licenses if they fail to pay child support.

Appealing a Division of Child Support Decision:

Non-custodial parents can request an administrative hearing if they disagree with a child support decision.

Pay Your Child Support Electronically:

The South Dakota Division of Child Support is now allowing child support payments to be made with credit cards.

If you would like to apply for Child Support services, contact the Division of Child Support at (605) 773-3641 or visit one of the following offices in your area: Aberdeen, Huron, Mitchell, Pierre, Rapid City, Sioux Falls, Watertown, Yankton.

Child Support

The Division of Child Support helps parents establish a financial partnership to support their children when they do not live together.



Child Support Services are available to any adult who has legal custody of a minor child. Services are also available to fathers who need help establishing paternity.

Those who receive public assistance (TANF, Medicaid, Title IV-E foster care) and are the custodian or guardian of a minor child whose parent(s) does not live in their home are automatically referred for child support services.

Custodial Parent Information:

The custodial parent is the person who has primary care, custody and control of a minor child(ren). Below you will find information to assist custodial parents:

Child Support Obligation:

The SD Legislature has established guidelines which courts must use to determine child support payments.

Electronic Payment of Child Support:

Custodial parents can have their child support payments deposited directly into their bank accounts or to an electronic debit card called ReliaCard Visa.

Adult Services and Aging

Senior Health Information and Insurance Education (SHIINE):

Provides education to Medicare beneficiaries and their families on Medicare and Medicare Plus Choice issues, as well as private health insurance policies like long-term care insurance and Medicare supplemental insurance. For more information, call toll free at 1-800-536-8197 or visit www.shiine.net.

More services offered by the Division of Adult Services and Aging include:

Adult Day Services
Adult Protective Services
Assistive Devices
Case Management
Information and Referral
Medication Management
Nursing Services
Personal Care
Senior Meals
Transportation

Adult Foster Care
Assisted Living
Caregiver Program
Homemaker Services
Legal Services
Nursing Facility Care
Ombudsman Program
Respite Care
Telehealth





Child Care Services

The Division of Child Care Services provides assistance to low-income families who need help with child care costs while parents work or attend school; provides oversight, technical assistance and support in promoting safe, healthy and caring environments for children through licensing, registration and quality improvement activities.

Child Care Regulation:

Provides technical assistance and oversight regarding registration and licensing of child care programs in South Dakota.

Child Care Subsidy Program:

Provides funds to help low-income families pay for child care as they work, attend school, or both through the Federal Child Care and Development Block Grant. Child Care Assistance is available to families who meet income guidelines and are working or working and attending school at a minimum of 20 hours per week.

The program will help pay child care costs to providers who meet Child Care Services criteria. The family may be required to make a co-payment based on the household income and family size.

Eligible families can receive assistance for children up to age 13, or 19, if the child has a special need. Applications

are available at any local DSS office or South Dakota Career Center. You can also obtain one by calling 1-800-227-3020 or by visiting www.dss.sd.gov.



Child Protection Services

Independent Living Program:

Provides services to assist teens and young adults in the transition from foster care to independent living. If you are age 16 to 21 and have been or are currently in foster care, the Independent Living Program can help you make plans for your future.

Common Sense Parenting Program:

Common Sense Parenting is a product of years of research compiled by Girls and Boys Town, Nebraska. This program is a proven, step-by-step guide for raising responsible kids and building happy families. It teaches skills to help parents build better families. The state of South Dakota offers this program to help parents make their homes more peaceful, enjoyable and safe for the whole family.





Child Protection Services

The Division of Child Protection Services provides parents the assistance they need to help keep their children safe through: parent training programs, parenting support services, assessment of child safety through receipt of child abuse and neglect reports, foster and kinship care, adoption services, and child welfare agency licensing services.



Adoption Services:

The decision to become an adoptive parent is an important one. Children unable to return to their home are in need of a permanent family and a safe, loving home. If you are interested in learning more about becoming an adoptive parent and you are 21 years of age or older, please contact a local Department of Social Services' Division of Child Protection Services office in your area. To locate an office in your area, call (605) 773-3165 or visit www.dss.sd.gov.

Foster Parenting:

Foster Parenting promotes the healing process by offering a stable and secure environment until a child can return home or establish an alternative lifelong relationship with a caring adult, through adoption or other permanent situation. Children and youth across the state need dedicated foster families to help them; so share your heart and open your home to change the life of a child. Visit www.FosterOurFuture.sd.gov to learn more.



Child Care Services

Infant-Toddler Caregiver Program:

Provides training to increase the quality of infant and toddler care. Training and on-site technical assistance is available on an ongoing basis for child care providers. Responsive Parenting classes are also held across the state for parents who want to learn more about the unique needs of children, birth to age three.

Out-of-School Time (OST) Program:

Provides resources for schools and communities who want to offer structured and safe environments for children when they are not in school through grants, training, technical assistance and program development.

Pathways to Professional Development:

South Dakota Pathways to Professional Development is a statewide project recognizing those who work in child care, preschool, Head Start, OST and other programs serving the needs of children and families. The goal of this project is to support those who actively pursue ongoing educational opportunities and professional commitments to the field. The project also supports the development of a network of qualified trainers. These trainers are committed to providing adult learning experiences that promote quality care for children.

Training and Education:

An early childhood and school-age training delivery system is available for local child care providers and parents. Early Childhood Enrichment (ECE) programs provide ongoing training, education, and technical assistance to adults who are involved in the day-to-day care of children and youth. ECE programs are located in Aberdeen, Brookings, Pierre, Rapid City, and Sioux Falls. Child care provider location services are also available for parents who need help in locating child care in their area.

The Division of Child Care Services also offers other programs such as Bright Start, Project 8: The Governor's Child Seat Program, as well as Reach Out and Read.

Department of Social Services' Local Offices

